Poor Occupancy of 1st class seats in Air India

1402. MISS MABEL REBELLO: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that most of the time the 1st class seats on Air India go empty or unoccupied; and

(b) if so, what steps are being taken to attract the passengers?

THE MINISTER OF CIVIL AVIATION (SHRI ANANTH KUMAR): (a) The load on first class mainly depends on season, frequency, competitors and market practice.

(b) Air India is continuously monitoring the first class passenger loads and devising new schemes and introducing market initiatives to attract this segment of high yield traffic. The details are as under:—

(i) Companion free scheme; (ii) Special airport lounges which offer fax, telephone and TV facilities; (iii) In-flight amenities at par with international standards; (iv) Wide seleciton of Music on board; (v) Choice of English and Hindi feature films (vi) facility of advance seat reservation; (vii) Limousine service for Airport Transfers (except in Japan); (viii) Tele check-in for first class passenger; (ix) Special Sky Bazar offer to facilitate shopping in comfort and style on Board all at bargain prices; (x) The Maharajah club and the Leading Edge club which entitles members to additional facilities.

Improvement of Indian Airlines in-flight service

1403. SHRI V. P. DURAISAMY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Government have received a large number of complaints on the poor quality in-flight service offered in the Indian Airlines flights; and

(b) if so, the action taken by Govenment to improve the quality of Indian Airlines, in-flight service to that of international standards?

THE MINISTER OF CIVIL AVIATION (SHRI ANANTH KUMAR): (a) Indian Airlines does occasionally receive complaints from the passengers regarding Inflight Service due to diverse tastes of the passengers coming from different States and Regions.

(b) In order to strengthen the service levels the Indian Airlines has recently formed a new Inflight Service Department wherein Cabin and Catering Services have been brought under the control of a single authority. This has enabled better monitoring and smoother functioning of Inflight Services. Any negative feed-back is attended to prompty and corrective measures are initiated without delay.

भारतीय विमानपत्तन प्राधिकरण मेशिकायत प्रकोष्ठ

1404. **श्रीगोविन्दराम मिरी** : क्या नागर विमानन मंत्री यह बताने की कृपा करेंगे कि:

(क)क्या यात्रियों की शिकायतों की सुनवाई के लिए भारतीय विमानपत्तन प्राधिकरण के साथ-साथ उनके मंत्रालय में भी कोई एकक कार्यरत हैं;

(ख)यदि हां, तो तम्संबंधी ब्यौरा क्या हैं और इसके कार्य क्या हैं;

(ग)क्या इन एककों ने 1997 और 1998 के दौरान यात्रियों की शिकायत दूर करने हेतु कोई अनवर्ती कार्यवाही की हैं; और

(घ)यदि हां, तो तत्संबंधी ब्यौरा क्या हैं?

नागर विमानन मंत्री (श्री अनंत कुमार) : (क) से (घ) इस मंत्रालय में इस के नियंत्रणाधीन भारतीय विमानपत्तन प्राधिकरण तथा अन्य संगठनों से संबंधित लोक शिकायत के मामलों की जांच-पड़ताल करने के संबंध में एक लोक शिकायत कक्ष संयुक्त सचिव की अध्यक्षता में कार्य कर रहा है जिनके पद को शिकायत अधिकारी के रूप में पद नामित किया गया हैं। जब भी इस कक्ष में कोई शिकायत संबंधी मामला प्राप्त होता हैं

तो संबंधित संगठन को निर्धारित समय सीमा के भीतर याचिकादाता की शिकायत सुनने के लिए कहा जाता हैं और तब तक कड़ी अनुवर्त्ती कार्रवाई की जाती हैा जब तक शिकायत का निपटारा नहीं हो जाता।

Delay in commissioning of new ATC Tower at Mumbai Airport

1405. SHRIMATI KAMLA SINHA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the commissioning of the new ATC Tower at Mumbai Airport under the modernisation of air traffic system is likely to be considerably delayed;

(b) if so, the reasons therefor stating the period of delay in the commissioning of the ATC Tower;

(c) the estimated loss likely to be suffered by Government as a result thereof; and

(d) what measures have been taken by Government to cut down the delay in the commissioning of the ATC Tower at Mumbai Airport?

THE MINISTER OF CIVIL AVIATION (SHRI ANANTH KUMAR): (a) No, sir.

(b) to (d) The commissioning of the new control tower at Mumbai airport had been delayed because of following reasons—

(1) Procedural delays in acquisition of sites for installation of navigational aids in far-flung areas spread over 50—250 kms.

(2) Delay in commencement of construction of the technical buildings and the control tower at Mumbai due to prolonged monsoon in 1993 and heavy leakage of Tulsi Pipe Line (Bombay Municipal Corporation).

(3) Addition of Future Air Navigation System (FANS) enhancement.

(4) After installation of radar, the equipment vendor had to carry out modifications to meet AAI specifications.

(5) During installation of equipment, the contractor had to export unserviceable components and re-import them after repairs.

However, all the equipments has been installed and System Site Acceptance Test has been conducted in October, 1998 and the system is likely to be commissioned by the end of May, 1999. It is not possible to estimate the losses, if any, in this regard.

Procurement of 50 seater aircraft by IA

1406. SHRI YERRA NARAYANA-SWAMY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Indian Airlines is acquiring 6 aircraft of 50 seater capacity;

(b) the routes where these aircrafts will be operated;

(c) whether any route has been selected in Andhra Pradesh;

(d) whether it is a fact that Hyderabad-Vijayawada has been selected as a potential route for 50 seater aircraft by Indian Airlines; and

(e) if so, when this flight service will commence?

THE MINISTER OF CIVIL AVIATION (SHRI ANANTH KUMAR): (a) to (e) A proposal for purchase of six ATR-42 aircraft, offered jointly by Ms. ATR and HAL, has been sent by Indian Airlines and is under consideraiton of the Government. The routes for operation of fifty seater aircraft will be decided at the time of induction depending upon the need and viability.